

Services Machinery and Trucks Ltd

Quality Policy

Services Machinery and Trucks Ltd (SMT GB) markets Volvo Construction Equipment products together with K-Tec articulated hauler scraper boxes in Great Britain. It has eight strategically placed Customer Support Centres, a dedicated National Used Equipment Centre and a network of utility equipment dealers to ensure high quality customer support is maintained throughout the country.

SMT GB is fully committed to continual and sustainable improvement in all of its activities to support its vision to be the model of care and excellence in the sale and support of Volvo construction equipment in the GB marketplace. SMT GB maintains a quality management system, which is focused on continual improvement of quality performance, and as such ensures its continued certification to the ISO 9001:2015 standard.

To achieve its strategic aspirations in relation to quality, SMT GB has set the following objectives:

- To listen to its customers, understand and agree their requirements and provide a product and support package that ensures their requirements and expectations are met first time, every time.
- Ensure, by means of effective communication with employees, that its quality policy is fully understood and adhered to, by means of appropriate training and effective supervision.
- Balance the needs and expectations of its customers with those of its suppliers, employees, investors and society, and endeavour to satisfy all parties.
- Develop alliances with its suppliers and work with them in partnership to improve performance and provide value and service to its customers.
- Establish, communicate and review key performance objectives for the organisation in order to establish unity of purpose and guide the behaviour of its employees.
- Provide adequate resources and training for the operation of an effective quality management system, which complies fully with the requirements of ISO 9001:2015.
- Deliver its Quality Policy by implementing inter-related processes that are subject to continual improvement based upon the analysis of data collected from accurate measurements of its activities.
- Regularly report on its performance against its objectives in order to recognise achievement, identify areas for development and ensure that customer satisfaction is continually improved.

This quality policy is reviewed, communicated to employees, contractors and visitors, and is available to interested parties.

Signed on behalf of SMT GB:



Nick Allen - Chief Executive Officer